



Neighborhood Nuisance Guide

Neighborhood Nuisance Abatement Program (NNAP)

The goal of the Neighborhood Nuisance Abatement Program (NNAP) is to coordinate City resources in an effort to resolve chronic neighborhood nuisances in an efficient and timely manner. When necessary NNAP will work with the various departments to resolve the problems, initiate administrative hearing procedures and/or pursue other legal action to abate the chronic nuisance.

A chronic neighborhood nuisance is defined as any property or person which has two or more of the following elements:

1. *Three or more complaints within 60 days, from two or more sources.*
2. *Alleged violations which involve enforcement by more than one City department and require a coordinated response.*
3. *The nuisance may pose an immediate health or safety threat.*



REPORTING A NEIGHBORHOOD NUISANCE



Before calling to report a nuisance, we encourage you to work with your neighbors to try to solve the problem.

If you feel a call to the City is necessary, please follow these guidelines:

- Don't assume that someone else has already complained, or that someone else should file the complaint.
- Give your name, address and phone number. Precautions will be taken to keep this information confidential.
- Be ready with the following information: the type of nuisance, address of nuisance, how long the nuisance has persisted, time of day when the nuisance occurs, what other City departments you have called and, if possible, the persons contacted, and the name of the owner, and tenant(s). Please be accurate and factual.
- When possible, keep a record of your calls and find out who you spoke to. Will they call you back or send a written notification of progress, resolutions, etc.? When should you call again? Is there someone else you should contact? And finally, what steps will be taken to resolve the problem?
- Call again after a reasonable time to find out what's happening. Keep in mind that correcting violations can take anywhere from a few days to several months. Give the City time to act.
- If a serious problem continues to occur or if a new problem occurs, call again. If an owner follows an inspector's order, the case is closed and another complaint is necessary to open it again.
- Be polite and reasonable. City staff will do its best to address your needs.

Noise

A general noise nuisance can take many forms, including loud music, amplified sound, leaf blowers, power tools, air conditioners, construction, delivery noise, etc. All of these qualify as noise disturbances about which you can file a complaint with the City's **Noise Abatement Officer**. Be prepared to leave a recorded message with specific information about the location, time of day, types of noise, etc.

**Contact the Health Department:
570-4126**

- ✓ Loud talking, screaming, yelling, doors slamming and vehicle noises are considered to be under the control of the **Police Department** as disturbing the peace.
- ✓ To report a noise disturbance which requires an immediate Police response dial **9-1-1**.
- ✓ To report a non-emergency noise disturbance, please call the Police at **435-6711**.
- ✓ To report airport noise, please call Airport Noise Abatement **570-2678**.

RESOURCES

Dispute Resolution Services

Free Mediation Services!

Are you having a dispute with a merchant, landlord, neighbor, employer, insurance company, roommate, spouse or other person? Dispute Resolution Services, funded by the County of Los Angeles, offers confidential, fast and effective mediation to help people and businesses resolve disputes as an alternative to the courts.

(562) 570-1019

Trash



Special Trash Pick-Ups:

Residents with City-provided refuse service may call **570-2876** to schedule a special pick-up. Each dwelling is provided two free pick-ups a year. Additional pick-ups may be scheduled for a fee.

Personal Clean Sweep Includes:

- ✓ Furniture
- ✓ Appliances (for safety, refrigerators & freezers must have doors removed)
- ✓ Tree Branches
- ✓ Yard Debris and other odd items

The Neighborhood Resource Center

425 Atlantic Avenue

Provides a wealth of resources to citizens.

Contact:

Margaret Madden
570-1010 or 570-SAFE
Safe Streets Now!

This program empowers residents and property owners to reclaim their neighborhoods from drug dealing, gang activity or other nuisance conditions. Safe Streets Now! conducts training seminars which provide information on how to: organize your block; get to know your problem property; document everything; keep an activity log book; record police calls for service; make and use telephone trees; and find out who legally owns the problem property. You will also learn how to file a Small Claims Court action.

Citizen Police Complaint Commission (CPCC)

The CPCC is authorized by City Charter to receive, administer and investigate allegations of police misconduct, with emphasis on excessive force, false arrest and complaints of racial or sexual implications.

To file a complaint or obtain further information about the CPCC, please call **(562) 570-6891**.

Drugs

No neighborhood is perfect. However, when drugs and drug dealers move in, you and your neighbors must act quickly. With personal safety in mind, keep a watchful eye and contact the **LBPB Drug Investigations Section, at 570-7221**, Monday-Friday, 8 a.m. to 5 p.m. Be prepared to give specific information about the location, suspect descriptions, license numbers, time of day, suspicious behavior, etc.

Neighborhood Nuisance Abatement Program

Sharon Diggs-Jackson
Nuisance Abatement Officer
(562) 570-5257

Sherri L. Seldon
Investigator
(562) 570-5097

Randall C. Fudge
Deputy City Attorney
Advisor



911 Emergency Response for Cell Phones

All 911 calls from a cell phone are routed to the Highway Patrol which can result in busy signals or delayed responses.

For **LONG BEACH** Emergency Service Response (911) program your cell phones as follows:

Police: (562) 435-6711

Fire: (562) 436-8211

If you live outside Long Beach, check with your local police and/or fire departments for cell phone emergency response numbers.

PLEASE PROGRAM YOUR CELL PHONES TODAY.

CONTACT LIST

Business License -Food Carts/Food Stands/Food Vehicles -Garage Sales/Yard Sales (On weekends call—570-YARD) -Illegal or Unlicensed Businesses	Option 570-6211, 0 570-6211, 3 570-6211, 7
Children's Protective Services Child Abuse Hotline	(626) 455-4700 (800) 540-4000
Fire Department Combustibles, blocked exit doors, illegal security bars, inspections, etc.	Option 570-2560, 0
Fraternity/Sorority Houses (CSULB)	(562) 985-4181
Gang Prevention and Intervention	570-1609
Health Department, Animal Control Barking Dogs, Dangerous or Injured Animals -To report a dangerous, unsecured dog or animal dial 9-1-1 .	570-7387
Health Department, Environmental Health -Food Carts/Food Stands/Food Vehicles Inspections -Complaints of Unsanitary Conditions at Markets or Restaurants -Complaints of Food Poisoning -Residential Overcrowding -Hazardous Materials	570-4132 570-4132 570-4301 570-4132 570-4137
Human Dignity Program	570-6948
Planning & Building, Code Enforcement -Abandoned Building, Substandard Building -Abandoned Vehicle or Furniture/Junk Cars -Condemnation -People Living in Garages -Property Maintenance -Trash on a Vacant Lot -Weeds/Tall Grass	570-6399 570-6421 570-6399 570-7497 570-6421 570-6421 570-6421
Property Ownership <i>City of Long Beach Neighborhood Services Bureau</i> Can help you obtain the name and address of a property owner	570-6066
Public Service Bureau -Graffiti -Potholes/Street Maintenance/Street Signs -Storm Drains (For Illegal Dumping into Storm Drains call 570-DUMP) -Traffic Lights/Traffic Signs -Tree Trimming/Sidewalks	Option 570-2700, 1 570-2700, 2 570-2700, 3 570-2700, 7 570-2700, 4
Rats, Roaches, Vermin and Other Pests Free rodent bait is available at the Health Dept. — 2525 Grand Avenue, LB	570-4132
Section 8 Housing Ombudsman	570-6089
Shopping Cart Removal	(800) 252-4613
Street Lighting-City Light & Power	(562) 983-2000
Street Sweeping	570-2890
Trash/Rubbish/Garbage	570-2876
Trailer Park Complaints-State Dept. of Housing	(800) 952-5275

Police Department



Emergencies

911

Non-Emergency

(562) 435-6711

Chief of Police

Jerome E. Lance
(562) 570-7301

Substations

North - 570-5891
 South - 570-7238
 East - 570-5880
 West - 570-3400

Information Desk

570-7260
 Arrest Info.
 570-7260
 Bail Info.
 570 7260

Detective Bureau

Gangs
 570-7328
 Narcotics
 570-7221
 Vice
 570-7219
 Family Services
 570-7456
 Youth Services
 570-1425

Community Relations

Apartment Watch
 570-7154
 Neighborhood Watch
 570-7095
 Business Watch
 570-7326

Community Police Centers

Anaheim
 (562) 570-1691
 7th Street
 (562) 570-1114
 Willmore
 (562) 570-1146
 Wrigley
 (562) 570-1098



City of Long Beach
Neighborhood Nuisance Abatement Program
333 W. Ocean Boulevard, 13th Floor
Long Beach, CA 90802



MAYOR and CITY COUNCIL

The Honorable Beverly O'Neill	Mayor	570-6801
Bonnie Lowenthal, Councilmember	1st District	570-6919
Dan Baker, Vice Mayor	2nd District	570-6684
Frank Colonna, Councilmember	3rd District	570-6310
Dennis Carroll, Councilmember	4th District	570-6918
Jackie Kell, Councilwoman	5th District	570-6932
Laura Richardson-Batts, Councilwoman	6th District	570-6816
Ray Grabinski, Councilmember	7th District	570-6139
Robert Webb, Councilmember	8th District	570-6685
Jerry Shultz, Councilmember	9th District	570-6137

*The Neighborhood Nuisance
Guide is provided as a courtesy
by the*

Office of the City Manager
333 W. Ocean Blvd.
Long Beach, CA 90802

Henry Taboada
City Manager

Gerald R. Miller
Assistant City Manager

To be added or removed from the
mailing list, please contact NNAP
at (562) 570-5097

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Sharon Diggs-Jackson
(562) 570-5257

NNAP Complaint Line
(562) 570-5097



NOT SURE WHO TO CALL FOR NEIGHBORHOOD PROBLEMS?
TRY OUR INFORMATION LINE AT

(562) 570-5650

